

# Comparisons of Job Characteristics

**Focus Occupation: Customer Service Representatives (43-4051)**

**Associated Occupation: Telephone Operators (43-2021)**

[Compare Knowledge](#)

[Compare Skills](#)

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[Compare Detailed Work Activities](#)

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<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

## Knowledge

Similarity of Focus Occupation to Associated Occupation: 89

**Focus Occupation: Customer Service Representatives (43-4051)**

**Associated Occupation: Telephone Operators (43-2021)**

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Customer and Personal Service	11.3	19.9	15.2	<< Extensive education and/or training may be required
English Language	11.2	14.2	11.6	< Expanded education and/or training may be required
Communications and Media	5.3	9.5	4.4	<< Extensive education and/or training may be required
Telecommunications	3.9	7.6	3.2	<< Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Skills

Similarity of Focus Occupation to Associated Occupation: 92

**Focus Occupation: Customer Service Representatives (43-4051)**

**Associated Occupation: Telephone Operators (43-2021)**

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Active Listening	11.0	12.4	12.6	0 Current skill level may be sufficient
Speaking	10.8	12.1	12.3	0 Current skill level may be sufficient
Service Orientation	7.9	11.4	11.6	0 Current skill level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Abilities

Similarity of Focus Occupation to Associated Occupation: 92

**Focus Occupation: Customer Service Representatives (43-4051)**  
**Associated Occupation: Telephone Operators (43-2021)**

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Oral Expression	12.4	15.0	13.3	<	Some improvement in abilities may be required
Oral Comprehension	12.5	14.1	13.1	0	Current ability level may be sufficient
Speech Recognition	9.9	13.8	11.8	<	Some improvement in abilities may be required
Speech Clarity	10.2	13.4	11.8	<	Some improvement in abilities may be required
Written Comprehension	11.0	9.4	10.8	>	Current ability level is likely sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 61

**Focus Occupation: Customer Service Representatives (43-4051)**  
**Associated Occupation: Telephone Operators (43-2021)**

Work Activities	Exclusivity of Activity
Use computers to enter, access or retrieve data	3
Use telephone communication techniques	62

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: n/a

**Focus Occupation: Customer Service Representatives (43-4051)**  
**Associated Occupation: Telephone Operators (43-2021)**

Tools and Technologies	Exclusivity
Tools and technology data is unavailable for one or both occupations.	

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.